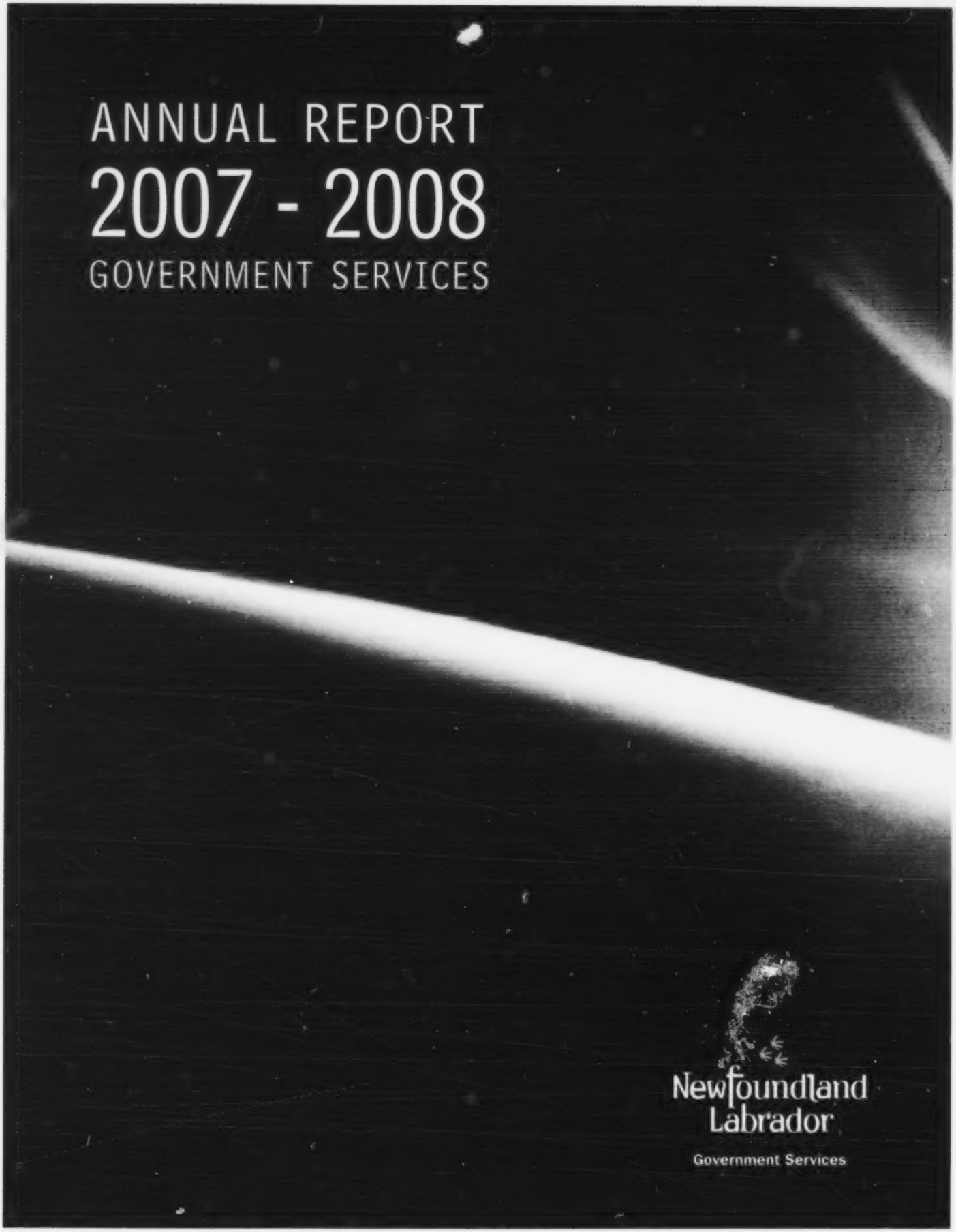
ANNUAL REPORT
2007 - 2008
GOVERNMENT SERVICES



Newfoundland
Labrador

Government Services

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PAPER
Department of Government Services
P. O. Box 8700, Confederation Building
St. John's, NL A1B 4J6
Telephone: 709.729.4834 Fax: 709.729.4754
E-mail: gsinfo@gov.nl.ca

REFERENCE PERIOD
This report covers the period April 1, 2007 through March 31, 2008,
the fiscal year of the Government of Newfoundland and Labrador.

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Department of Government Services

Annual Performance Report

2007 - 2008

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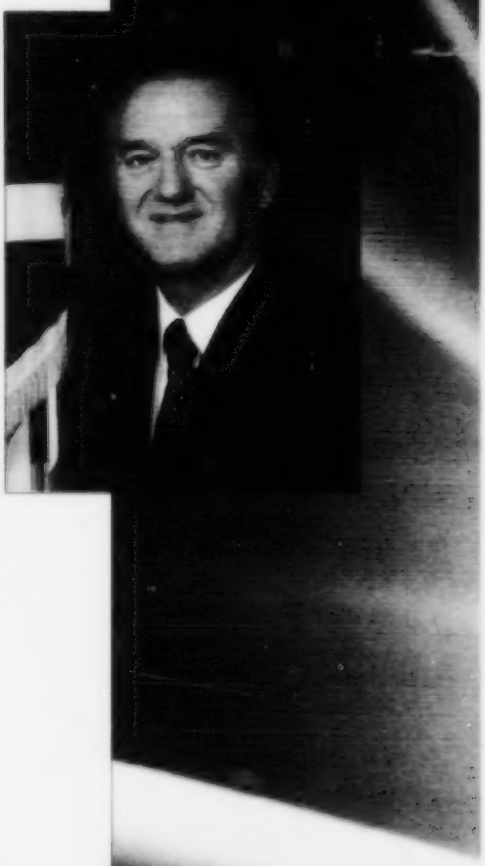
Minister's Message



As the Minister responsible for the Department Government Services, I am pleased to submit the Annual Performance Report for the fiscal year 2007-08. This report is submitted in accordance with the Department's obligation as a category one entity under the *Transparency and Accountability Act*. It was prepared under my direction and, as Minister, I am accountable for the results reported herein.

As required, this performance report demonstrates, with indicators and measurable results, how my Department performed during the fiscal year in addressing the priority issues identified in our strategic plan. These priority issues included e-government and balanced regulation.

Our mandate is to provide accessible, responsive services in the areas of public health and safety, environmental protection, occupational health and safety, consumer protection, and in the preservation of vital events and commercial transactions. The authority to carry out these functions comes from more than 150 pieces of legislation and related regulations, standards, and codes of practice.

This report outlines the departmental activities and policy directions which supported the Department's mission and strategic objectives. It includes an overview of the Department, and highlights key statistics, accomplishments, and outcomes of our strategic objectives. Further, it identifies potential opportunities and challenges for the upcoming fiscal year.

I would like to take this opportunity to acknowledge all those who contributed to this report, and the consistently diligent work and dedication of all staff in the Department of Government Services. As this Department is Government's single-window for the majority of permits, licences, and registration, it is the face of Government to many residents of the province, and we strive to give our customers the best possible experience.

Kevin O'Brien

Minister

VALUES

Accountability
Each person accepts responsibility for their actions and follows through on requests and commitments.

Integrity
Each person engages in ethical behaviour exercising proper use of authority and responsibility.

Respect
Each person accepts differences and exercises courtesy in their encounters with others.

Departmental Overview

The Department of Government Services provides a wide range of services, including licensing and inspections related to public health, public safety, and environmental protection, and the provision of vital documents. It ensures the health and safety of employees in the workplace in Newfoundland and Labrador and safeguards consumer interests. The Department was created with the aim of consolidating, to the extent possible, the licensing, permitting, inspecting, and regulating functions within Government, and providing a single-window access point to the public for those services. The Department derives the authority to carry out its functions from over 150 pieces of legislation and related regulations, standards, and codes of practice.

The Department is arranged into three branches: Government Services, Occupational Health and Safety, and Consumer and Commercial Affairs. Further, the Minister of Government Services is accountable for 13 public entities, and oversight of the Public Utilities Board mandate with respect to auto insurance and the Petroleum Products Pricing Office.

Vision

Newfoundlanders and Labradorians living and working in a healthy and safe environment with access to an open, fair, and responsive regulatory system.

Mission Statement

By 2011, the Department of Government Services will have improved citizen protection in the areas of public health and safety, worker health and safety and consumer interests.

Additional information on the background of the mission statement, the measures, indicators, or any other component of the Department's Strategic Plan is available on its website at www.gs.gov.nl.ca/consultation.

Mandate

The mandate of the Department of Government Services is derived from the *Executive Council Act*, Section 4; more than 150 pieces of legislation and related regulations, standards, and codes of practice; Memoranda of Understanding with partner departments; and Government directives.

The Department is responsible for the supervision, control and direction of all matters related to:

- vital statistics;
- motor vehicles;
- public health;
- environmental protection;
- public safety;
- the regulation and operation of Government Service Centres throughout the province;
- printing services;
- provincially regulated financial institutions;
- consumer and commercial affairs;
- compliance with occupational health and safety legislation, including radiation health and safety; and
- the administration of the Acts and Regulations set out in the Schedule to the *Executive Council Act*.

Lines of Business

The Department of Government Services conducts four basic lines of business through its three branches and nine divisions, including:

- enforcement of legislated requirements;
- licensing, permitting, inspections, and registrations;
- conflict resolution; and
- printing services

Enforcement of Legislated Requirements

The Department of Government Services enforces legislated requirements in all mandated aspects of public health and safety, occupational health and safety, environmental protection, provincially-regulated financial services, and consumer protection.

Licensing, Permitting, Inspections, and Registrations

The Department of Government Services provides licences, permits, inspections, and registration services at its offices around the province for:

- public safety activities
  boiler and pressure vessels, elevating devices, amusement rides, electrical installations, electrical contractors, and building design for fire/life safety;
- environmental health activities
  food establishments, tobacco retailers, septic and other waste water disposal systems, municipal water supplies, abattoirs, public pools, recreational facilities, child care centres, dairy farms (milk and water sampling), and housing sanitation;
- environmental protection activities
  waste disposal sites, spill responses, petroleum storage tank systems, dry cleaners, sawmills, quarries, asphalt plants, scrap yards, used tire facilities, used oil storage facilities, PCB storage sites, farm waste management facilities, soil treatment facilities, and illegal dumping;
- provincial financial services activities
  insurance, securities, pension plans, real estate, mortgage brokers, and prepaid funeral services;
- consumer protection activities
  trade practices, collection agencies, private investigators and security guards, charitable gaming, and residential tenancies;
- commercial registrations activities
  deeds, companies, personal property, co-operatives, limited partnerships, mechanics' liens, condominiums, and lobbyists;
- occupational health and safety activities
  workplaces, radiation emitting devices, asbestos, abatement contractors, explosive magazines on mine sites, and underground diesel equipment;
- motor vehicle activities
  driver licensing and vehicle registrations, commercial vehicle inspections, and other highway safety-related activities;
- vital statistic activities
  marriage, birth, and death registrations and certificates, legal name changes, adoptions, and gender changes;
- angling and small game licence sales and distribution

Select licensing information is available on the Department's website at www.gs.gov.nl.ca.

Residential Tenancies Division heard 375 hearings, and conducted 118 mediations.

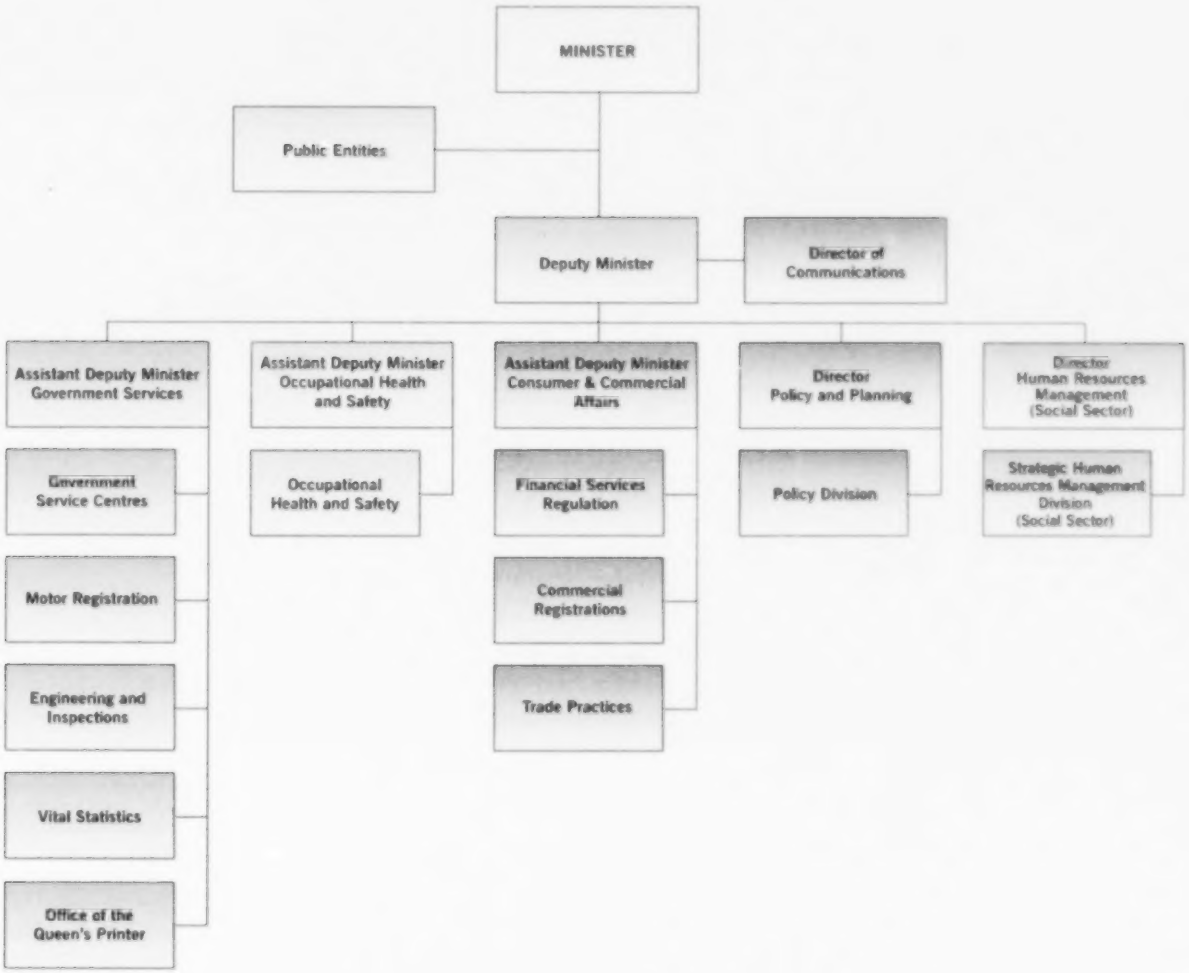
Conflict Resolution

The Department of Government Services provides conflict resolution services for disputes such as residential tenancies and issues related to legislative compliance with respect to the provincially-regulated financial services industry, occupational health and safety, building accessibility, consumer protections, and public safety.

Printing Services

The Department of Government Services provides printing and microfilming services for Government departments and agencies through the Office of the Queen's Printer. The Queen's Printer book store, located in the East Block of the Confederation Building complex, makes available provincial Government legislation and various provincial Government reports to the public for purchase. Purchasing information, as well as select documents for free download, are available on the Queen's Printer website at www.gs.gov.nl.ca/gs/oqp.

The following organizational chart illustrates the Department's reporting structure.



There were four Citizens' Representative complaints from April 1, 2007 to March 31, 2008

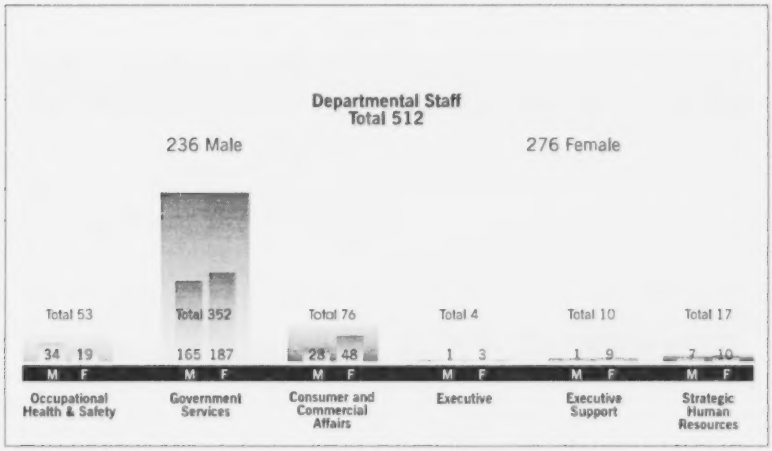
Government Services received 23 requests under the *Access to Information and Protection of Privacy Act*

Under the shared services model for the delivery of Strategic Human Resources Management, the Director of Strategic Human Resources for the Social Sector reports to the Deputy Minister of Government Services for administrative purposes. (This sector includes the Departments of: Education; Human Resources, Labour and Employment; Municipal Affairs; Health and Community Services; and Government Services, as well as the Labour Relations Agency, the Government Purchasing Agency, and Fire and Emergency Services.)

Other Key Statistics

Number of employees

The Department of Government Services employs 512 individuals in its three branches: Government Services Branch, Consumer and Commercial Affairs Branch, and Occupational Health and Safety Branch, as well as its Executive and Executive Support (including the Policy Division), and the Strategic Human Resources Division for the social sector.



This total includes 60 management and executive-level employees (43 male and 17 female).

Physical Locations

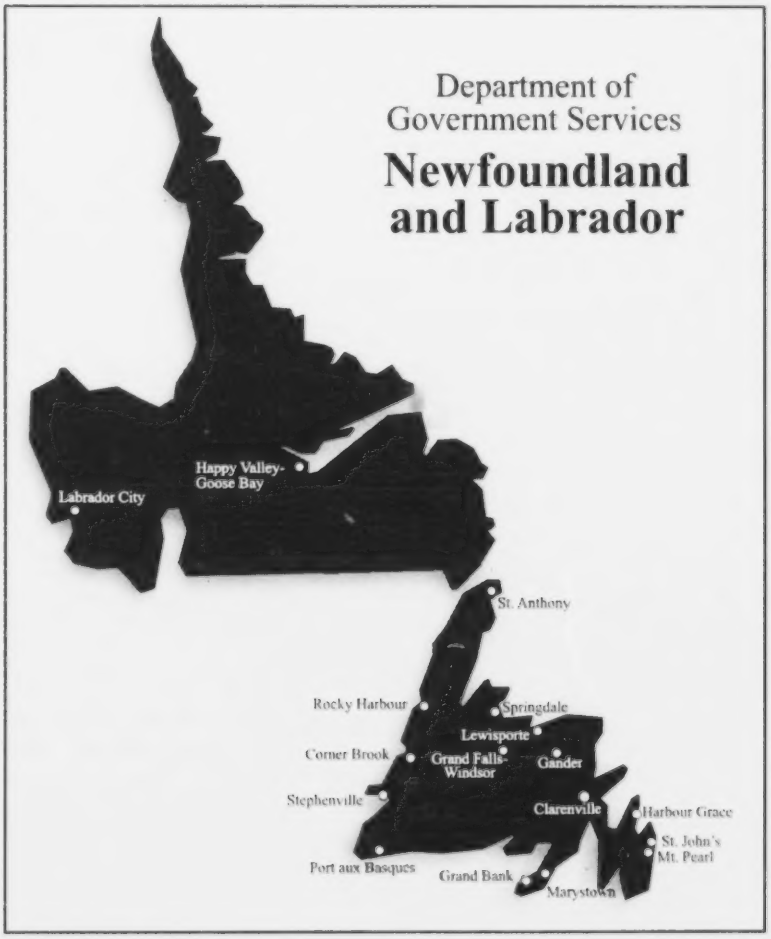
The Department's services are accessible to Newfoundlanders and Labradorians through a number of office locations throughout the province, as well as through the Internet, telephone, and mail. The headquarters for the Department of Government Services are located on the second floor of the West Block of the Confederation Building complex in St. John's.

Through its four regional centres in St. John's, Clarenville, Gander, and Corner Brook, as well as 11 sub-offices in Harbour Grace, Grand Bank, Marystown, Grand Falls-Windsor, Springdale, Lewisporte, Port Aux Basques, St. Anthony, Stephenville, Happy Valley-Goose Bay, and Labrador City,

Food premises inspection reports can now be accessed by contacting Government Services Centres.

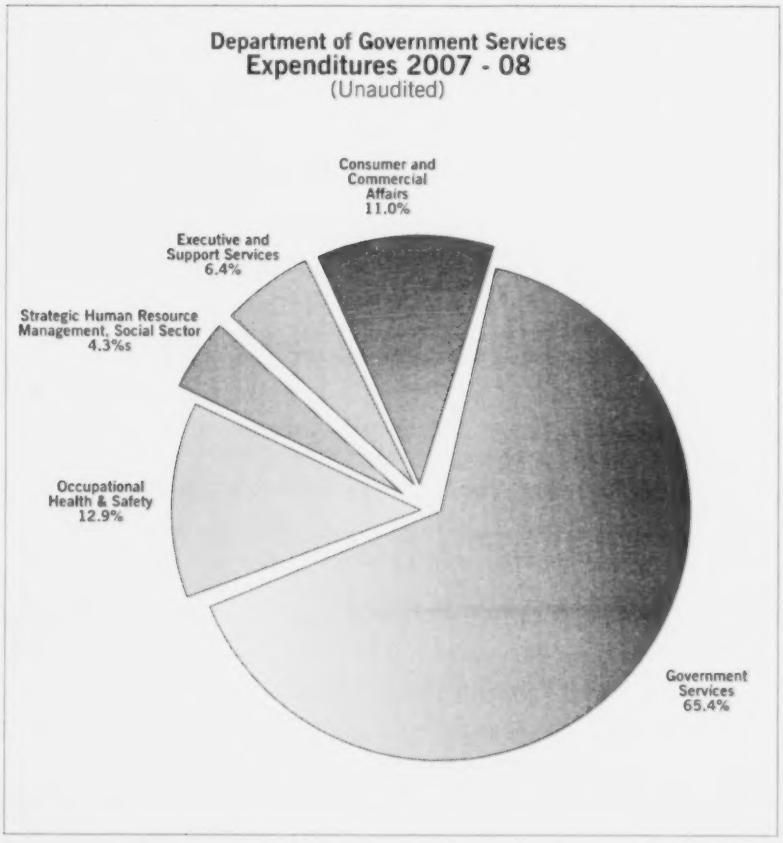
Government Service Centres (GSC) deliver licensing, permitting, inspection, and registration services to the public. The Vital Statistics Division, Engineering and Inspection Division, and the Trade Practices Division also offer services through these GSC sites.

The Motor Registration Division delivers its programs and services from locations in Mount Pearl, Grand Falls-Windsor, Corner Brook, and Labrador City, as well as through regional GSC offices in Clarenville and Harbour Grace. The Occupational Health and Safety Division runs its programs from locations in Mount Pearl, Grand Falls-Windsor, Corner Brook, and Wabush. The Queen's Printer, Commercial Registrations, and Financial Services Division provide services province-wide from the St. John's area.

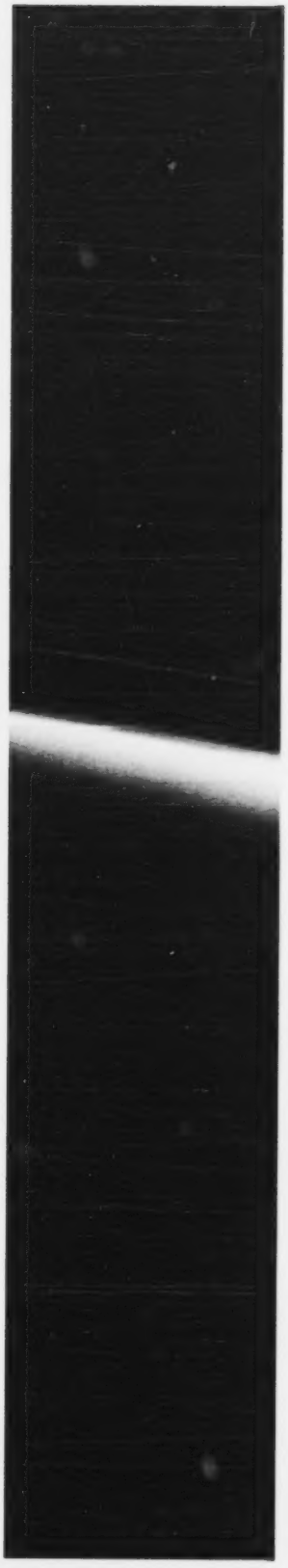


Budget

The Department collected just under $119.6 million in current account and related revenues in 2007-08, which is an increase of $3.6 million from the previous year, and conducted approximately 2.5 million transactions with the public. The expenditure for fiscal year 2007-08 was $29.7 million, up from $27 million.


Department of Government Services
Expenditures 2007 - 08
(Unaudited)
Consumer and Commercial Affairs 11.0%
Executive and Support Services 6.4%
Strategic Human Resource Management, Social Sector 4.3%s
Occupational Health & Safety 12.9%
Government Services 65.4%

The figures for Strategic Human Resource Management represent services provided by that division to the entire social sector.



Ministerial Entities

The Department is accountable for 13 public entities, which must also report annually as per the requirements of the *Transparency and Accountability Act*. Two of these are category two entities as defined by the *Act*, and provide independent annual reports to the House of Assembly upon approval of the Minister of Government Services:

- Credit Union Deposit Guarantee Corporation
- Government Purchasing Agency

The remaining are category three entities, which are required to provide an annual activity report only if they have been active in the preceding year. The following entities were active, and thus provided activity reports (available online at www.gs.gov.nl.ca/consultation) for 2007-08:

- Advisory Council on Occupational Health and Safety
- Embalmers and Funeral Directors Board
- Public Accountants Licensing Board

The category three entities which were inactive in 2007-08 include:

- Boiler/Pressure Vessel Advisory Board
- Buildings Accessibility Advisory Board
- Buildings Accessibility Appeal Tribunal
- Consumer Protection Fund for Prepaid Funerals
- Driver's Licence Medical Advisory Board
- Financial Services Appeal Board
- Public Safety Appeal Board
- Radiation Health and Safety Advisory Committee

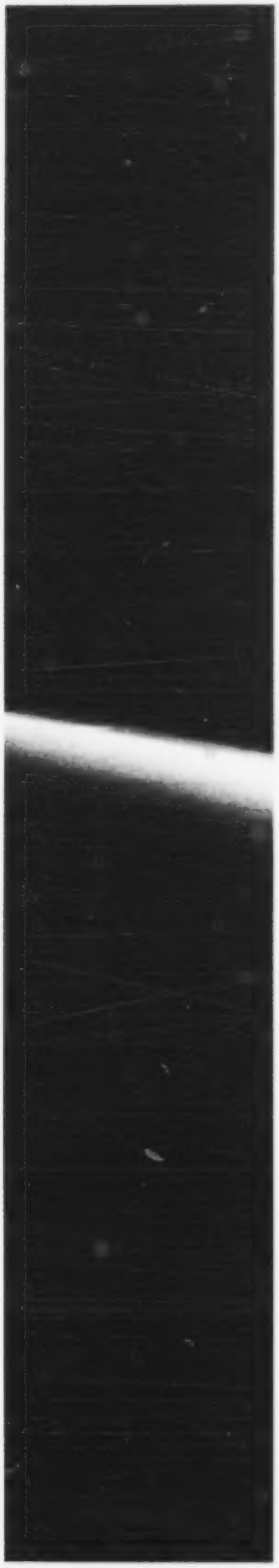
A brief description of inactive entities appears in Appendix A.

Shared Commitments

The Department of Government Services does not deliver on all of its commitments on its own. Collaborative relationships with our partners and stakeholders are preferred, and often necessary, to fulfill legislative obligations and strategic directions of Government. Key partners include other provincial departments and agencies, industry, regulatory bodies, and federal, provincial, and territorial governments.

The Department collaborates with other provincial government departments to facilitate consistency in planning and implementing strategies across Government which ensures that all entities are moving forward effectively on the achievement of Government's commitments.

The Department of Government Services is working toward Government's strategic directions, one of which is health and safety. The desired outcome for this direction is improved health and safety for school transportation systems, school buildings, and public drinking water supplies. Areas of focus include:



- Review of the school bus safety regime, including regulatory compliance,
- Enforcement of health and safety legislation to provide safe and clean learning and teaching environments, and
- Participation in a multi-departmental process to address water-quality issues.

The Department of Government Services is working with the Department of Education to ensure the overall safety of the province's school transportation system and health of school environments. In particular, work on developing enhanced inspection standards for school buildings to assist school boards in identifying repair and maintenance priorities made further advancement in 2007-08. As well, the development of a comprehensive school bus safety plan is continuing.

The Motor Registration Division's Traffic Safety Committee (TSC), with representation from the Royal Newfoundland Constabulary (RNC), Royal Canadian Mounted Police (RCMP), Safety Services Newfoundland and Labrador, the Departments of Health and Community Services and Transportation and Works, and the City of St. John's, reestablished in 2006-07 by the Registrar of Motor Vehicles, expanded its efforts in 2007-08 and now includes Mother Against Drunk Driving (MADD). It has worked to advance the goals of Road Safety Vision 2010 by releasing posters, pamphlets, and bill boards highlighting key driver safety issues related to seat belts, cellular phones, drinking and driving, and road conditions. The Committee is also reviewing a number of legislation and safety issues of concern to the driving public.

In addition, many of the Department's day-to-day operations involve collaboration with other departments and agencies. Examples include:

- The delivery of permitting, inspection, licensing, and enforcement services through the Government Service Centres on behalf of a number of partner departments and agencies in agreements where the partners retain legislative and policy responsibility. Partner departments include the Departments of: Environment and Conservation; Health and Community Services; Natural Resources; Tourism, Culture and Recreation; Municipal Affairs; and Fire and Emergency Services Newfoundland and Labrador (FES-NL). Memoranda of Understanding exist to clarify the roles and responsibilities with partners;
- The coordination by the Motor Registration Division of joint efforts around highway safety with the Department of Transportation and Works;
- The protection of consumers and the facilitation of commerce in Newfoundland and Labrador, through collaboration of Consumer and Commercial Affairs Branch with a number of industry associations, and federal, provincial, and territorial governments on harmonization and enforcement initiatives;
- The sharing of data by the Occupational Health and Safety Branch with the Workplace Health, Safety and Compensation Commission regarding the occupational health and safety programs, accidents, and injury history of workplaces in the province.

The Department also participated in projects at a national level in some key areas in 2007-08:

- Citing a demand for improved accessibility to standards referenced in the *Occupational Health and Safety Act* and Regulations, the Canadian Standards Association (CSA), with support from occupational health and safety regulators across Canada, has proposed a funded pilot project to provide online access to approximately 259 CSA documents. The Department's Occupational Health and Safety Branch is participating in a national committee to oversee this project;
- The Registrar of Motor Vehicles represents the province on the Canadian Council of Motor Transport Administrators, and served as president of that organization for 2007-08;
- The Engineering and Inspection Services Division liaises with the National (North American) Board of Boiler and Pressure Vessel Regulators and the National Public Safety Advisory Council to ensure consistency in public safety codes and standards across the country;
- The Financial Services Regulation Division works with organizations such as the Investment Industry Regulatory Organization of Canada, the Mutual Fund Dealers Association, and the Financial Advisors Association of Canada, to facilitate effective and efficient regulation of these industries;
- Likewise, the Commercial Registrations Division works with the Newfoundland Provincial Association of the Appraisal Institute of Canada, the Association of Newfoundland Land Surveyors, the Newfoundland and Labrador Association of Realtors, the Canadian Condominium Institute - Newfoundland and Labrador Chapter, and the Newfoundland and Labrador Federation of Co-operatives, to name a few;
- The Trade Practices Division liaises with the Canadian Motor Vehicle Arbitration Plan, the Better Business Bureau (BBB), Equifax Canada Inc., TransUnion Canada Inc., the Consumer Measures Committee, and the Canadian Gaming Regulators Association.

Highlights and Accomplishments

Government Service Centres

Access Review

To gain a clearer picture of how accessible our Government Service Centres (GSC) are to the public, in terms of location and number, the Department engaged the services of the Newfoundland and Labrador Statistics Agency and its Geographic Information Science (GIS) technology. The review provided an evidence-based assessment to better determine current accessibility to citizens with existing infrastructure and to evaluate future expansion alternatives based upon travel time to access various services, regional travel patterns and population density. GSCs were also polled to identify areas of concern which had been raised by consumers regarding location and the types of service offered.

This review allowed the Department to identify opportunities for improved service delivery which resulted in a recommendation to Government, and subsequent approval, to expand services over the next couple of years. In addition, the Government Service Centre in Gander was moved to the Fraser Mall to provide more accessible service for the people of Gander and surrounding communities.

Reports Public

The Department also developed and implemented a policy to provide the public with easier access to food premises inspection reports. These reports can be obtained by contacting Government Service Centres.

Vital Statistics

The Department participated in a national initiative, led by the Vital Statistics Council for Canada, toward the creation of a new, more secure and durable birth certificate. These certificates are the new standard for use nationwide and were introduced in this province in February 2008. Some visible security features include irregular marks on the front and back of the certificate which align to form a maple leaf when held to the light, two transparent windows, unique watermark/shadow features, and a larger size document to discourage people from carrying it in their wallet or purse, reducing the chance of loss or theft.

The Department also eliminated fees for obtaining a death certificate within one year of the date of death of an individual, and reduced the fee one year after death from $25 to $20.

In the 2007-08 fiscal year Government Services issued 44,564 Birth Certificates, 3,447 Marriage Certificates and 992 Death Certificates TOTAL 49,003

They also registered 4577 Births, 2743 Marriages, 4485 Deaths, 26 Stillbirths TOTAL 11831

There were a total of 665 stop-work orders issued during the 2007-08 fiscal period, compared with 451 in the previous year. This is a 48% increase, indicating a zero tolerance approach to serious violations of Occupational Health and Safety legislation.

Motor Registration Division issued: 4,369 Photo IDs Renewed 62,178 Drivers Licences and 287,506 vehicle registrations

Online vehicle registrations increased by 100% since the online discount was introduced in May

Occupational Health and Safety

Legislation

A review of the Occupational Heath and Safety (OHS) Regulations has been ongoing with a formal consultation process initiated in May 2007. Consultations were held with industry and organized labour representing workers in the various sectors to update the Occupational Health and Safety Regulations, which have been in force since 1979 with periodic amendments. Analysis of the recommendations arising from this consultation with stakeholders is nearing completion with an anticipated release in Fall 2008.

A review of the Mines Safety of Workers Regulations has also been initiated to update the regulations, as they are quite outdated, with a goal of completion in Spring of 2009.

Focus on industry safety

A symposium and workshop, *SafetyNet: Shining a Light on Health and Safety in Seafood Processing and Harvesting*, was held in New-Wes-Valley in February 2008 to provide an opportunity for employers and employees in seafood processing and harvesting to learn more about safety in the workplace.

OHS Inspections (Eastern) Section held an inspection blitz in the fast food industry to ensure employees and employers are aware of safe work practices. Larger chains were initially targeted, followed by smaller chains, based on complaints and injuries received. Some of the criteria used to determine compliance included the presence of: OHS Committees/Programs; detailed safe work procedures; education and training; first aid requirements; safe stacking and storage policies; procedures to reduce slips, trips, and falls; Workplace Hazardous Materials Information System (WHMIS); and plans to reduce risk of exposure to HIV/Hepatitis B and C. The goal was to determine any trends and serious violations to assist the OHS Branch in its work with corporate partners to advance legislative compliance, and therefore safety.

Motor Registration

Licence plates

New passenger, trailer, trail bike, motorcycle, antique, sample, taxi and commercial licence plates were introduced, incorporating Government's brand signature. As well, the Department introduced a special category of licence plate to be used exclusively by volunteer and career firefighters in the province, to recognize the valuable service they provide.

Fees

Fees for online passenger vehicle registration were reduced by 10 per cent. Online registrations have increased from 23 per cent of all registrations in the month prior to the reduction to 46 per cent by the end of the 2007-08 fiscal year. The Department also eliminated nuisance fees such as the five dollar fee for written tests and the two dollar fee for road user guides.

Government Services approved 15 new Pension Plans, terminated three Pension Plans, and merged two Pension Plans.

Legislation

The Department amended the *Highway Traffic Act* to require drivers to use booster seats in their cars and trucks for children age eight and under, who weigh between 18 and 37 kilograms, and who are less than 145 centimetres, in addition to the child care seats already in place for younger children. These requirements significantly reduce potential for children to suffer serious injury or die in the event of a crash.

The Department signed a reciprocity agreement with the Republic of Korea for mutual recognition of drivers' licences, removing another barrier to successful immigration in the province, and benefiting people from this province who visit South Korea.

The Department, along with the Intergovernmental Affairs Secretariat, signed amendments to the national memorandum of understanding on Vehicle Weights and Dimensions to increase harmonization across Canada.

Other Accomplishments for the Department of Government Services in 2007-08

- The Department received approval for 35 additional positions to enhance service delivery to the public. These include technical positions for environmental health, environmental protection, engineering services, electrical programs, insurance education and highway enforcement, as well as provincial program support, with the majority placed in the regions;
- Online fees were discounted 10 per cent for certificates of incorporation under the Corporations Regulations and filing of annual reports with the Registry of Companies;
- The Department amended the *Trust and Loan Corporations Licensing Act* to allow deposit-taking trust and loan companies to forego previously-required provincial licensing, and be licensed only at the federal level, eliminating the duplication of licensing, and reducing red tape;
- The Department amended the *Private Investigation and Security Services Act* and Regulations to eliminate the licensing requirement for individual security guards, and making the licensed company responsible for the individuals they hire, with the exception that armoured vehicle guards are to continue to be licensed individually;
- The Department signed onto the Passport System of the Canadian Securities Administrators, which gives a public company, or an investment firm, access to markets nationwide while dealing only with its principal regulator and complying only with harmonized laws;
- The Department amended the *Limited Partnership Act* to be in harmonization with other jurisdictions. This will maintain consumer protection as all professional firms are required to carry malpractice insurance. Limited Liability Partnerships will be required to register with the Registry of Companies and to file documents notifying Government and the public of any changes;
- With the elimination in the Human Rights Code of mandatory retirement at age 65, the Department amended the *Pension Benefits Act*, 1997, to allow plan members to continue making contributions and accrue benefits beyond age 65.

Outcomes of Objectives

The following section presents the outcomes of objectives, fulfilling requirements outlined in the *Transparency and Accountability Act* to report to the people of Newfoundland and Labrador on progress during 2007-08, the final year of the plan, in the areas identified in the Strategic Plan for 2006-08: E-Government and Balanced Regulation.

Strategic Issue 1
E-Government

Improving access to and convenience of Government services provided through the Department of Government Services is a current and growing challenge, particularly services for citizens in rural areas of the province.

Information technology (IT), with emphasis on improved Internet access to Government services offered by the Department of Government Services, is one of the strategic directions of this Government, with the following areas of focus:

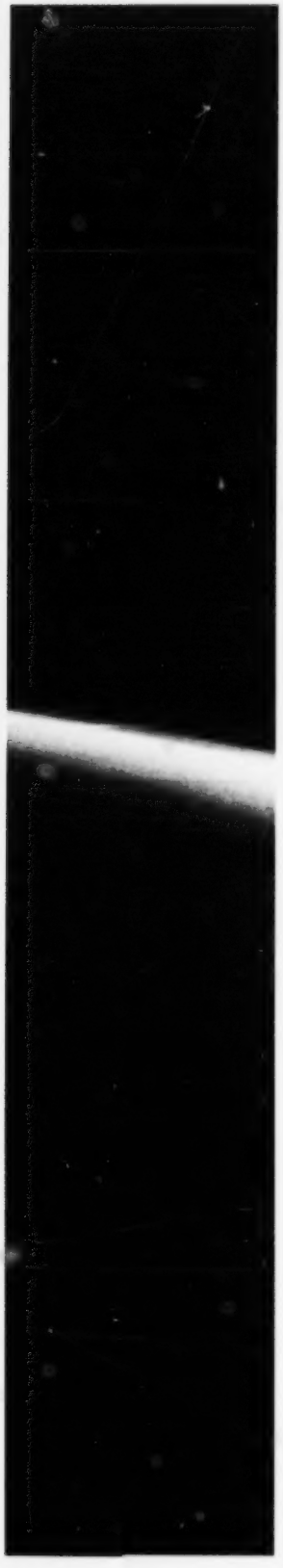
- Availability of Government services online
- Use of online services
- Response time

Goal:
By 2008: The Department of Government Services has developed a plan to improve public accessibility to select services and increase the number of services offered online (through the Internet and other electronic means of communication) as well as the frequency of use of this method by clients.

Measure:
Development of Plan

2006-07 Objective	By 2007, the Department of Government Services will have underway the development of a plan including consultations, research, and analysis.
Status	This objective was met, and reported on in the Annual Report for 2006-07.

2007-08 Objective	By 2008, the Department of Government Services will have developed a plan to improve public accessibility to select services.
Measure	The plan has been developed.
Indicator	Full list of services has been identified to be delivered through Electronic Service Delivery.
Indicator	Analysis of the technological requirements which involve consultations with other departments has started.



Results Achieved:

With the assistance of a consultant from the Office of the Chief Information Officer (OCIO), workshops were conducted with staff of departmental branches and agencies to identify ways to better serve clients or improve internal operations using electronic service delivery (ESD).

Preliminary analysis, which was based on past experience, best practices, and the input of our customers, identified a number of ESD opportunities respecting specific program areas within the Department, and also a number of IT projects Government-wide, requiring the participation of multiple departments.

Identified electronic service delivery opportunities were translated into high-level project profiles and order-of-magnitude cost and timeframe estimates were assigned. The draft ESD Plan was delivered to the Department in March 2008.

The ESD Plan has been completed and will be brought forward for Government consideration in Fall 2008.

Achieving our Goal:
Success in reaching its goal for 2006-08 required the Department of Government Services to action six indicators (below), as set out in its Strategic Plan for 2006-08, measured by the development of an ESD Plan. Of these, five have been completed.

Select services identified

The Department's ESD Plan has identified 37 potential initiatives, comprising ongoing and proposed projects, those focused on internal efficiency, and those designed to enhance:

- government to government transactions;
- government to citizen service delivery; and
- government to business service delivery.

Examples of identified projects include: providing clients with the ability to make payment for some transactions online using a credit or debit card through a web receipting process; creation of an online deeds registration process allowing clients to fill out and submit their applications online, as well as providing the division the ability to track and send notification electronically; and the conversion of the paper-based property deeds dataset (approximately 2.4 million pages) to a digital format, allowing clients to search digital images of deed documents.

Financial analysis completed

The Department's Plan includes an order-of-magnitude (ballpark) financial analysis for proposed projects. Further analyses will be conducted upon the approval and implementation of specific projects.

Workflow analysis completed

In 2006-07, the Department retained the services of a consultant to complete a workflow analysis which highlighted opportunities to improve service and increase efficiencies, including ESD. The ESD Plan confirms and expands upon those findings, based on discussions with the executive and management of each branch.

Assessment of technological requirements

The ESD Plan lists dependencies for each project, which must be addressed before specific projects can be implemented. As with financial analyses, detailed assessments of technological requirements will be completed as specific projects are selected for advancement.

Recommendations regarding method of service delivery

The proposed projects contained in the ESD Plan clearly point toward increased service delivery online, however some proposals for improved telephone service are also included. While consideration is given to kiosk services, increases in online services are seen to have the greatest impact on service delivery to an increasingly online public.

Training needs identified

This remaining indicator requires substantial work, and identifying training needs for 37 potential projects before budgetary approval is given would not be efficient at this preliminary stage. Plans are in place for their completion related to specific projects upon approval of projects.

The Department is confident that its ESD Plan will improve public accessibility to select services and increase the number of services offered online by setting out a path to providing the necessary infrastructure, project outlines, and expertise to do so. As well, the Department's experience with its current electronic service offerings suggests that frequency of use of this method by clients will increase substantially as improvements are implemented. Ultimately, it will provide better customer service by improving availability of service (e.g. 24/7) and will provide more convenience by providing clients with access to information or services on their own terms without having to visit a Government office.

In conclusion, over the course of the 2006-08 period, the Department was successful in achieving both its yearly objectives and its first goal.

Strategic Issue 2
Balanced Regulation

Achieving and maintaining the appropriate level of Government regulation is a challenge for the Department of Government Services. Balancing protection of the public while eliminating unnecessary legislation is the aim. This work is consistent with Government's Red Tape Reduction initiative. Some regulation was outdated and therefore the extent to which it was meeting the current needs of the province was unclear. Additionally, some of the Department's regulatory functions overlap with other regulations across the country and require harmonization at a national level.

Goal:
By 2008: The Department of Government Services has identified what is necessary and essential legislation to protect public health and safety and worker health and safety, safeguard consumer interests, and preserve vital event and commercial transactions.

Measure: Recommendations developed.

2006-07 Objective	By 2007, the Department of Government Services has identified the assessment criteria, targeted specific to the legislation under the Department's mandate, to determine necessary and essential legislation, and has reviewed existing legislations against these criteria.
Status	This objective was met and reported in the Annual Report for 2006-07.

2007-08 Objective	By 2008, the Department of Government Services has identified and/or eliminated unnecessary legislation, regulations, policies, and forms.
Measure	Review of legislation has been completed.
Indicator	What has to be retained has been identified.
Indicator	What has to be revised has been identified or revised.
Indicator	What has to be eliminated has been identified or eliminated.

Results Achieved:

The Department made a commitment to review its legislative requirements with a view to repealing outdated legislation, as well as modernizing, streamlining, and harmonizing necessary legislation.

The Department, by working with its clients and by a thorough analysis of its legislation, has identified what is necessary and essential to protect public health and safety and worker health and safety, safeguard consumer interests, and preserve vital event and commercial transactions. Unnecessarily restrictive legislation and regulations have been identified, and work has been completed on several pieces, either eliminating them altogether, or replacing them with ones which are both more appropriate, and more effective.

Achieving our Goal:

Success in reaching its goal for 2006-08 required the Department of Government Services to action three indicators (below), as set out in its Strategic Plan for 2006-08, measured by the development of recommendations. All three have been completed. Because the indicators for the 2007-08 period are essentially those of the 2006-08 period, it is useful to review their success together.

Work done in 2006-07 was so successful (the Department not only identified necessary changes, but implemented several) that work for the 2007-08 period got a much needed head start.

The review of the Department's legislative mandate has been completed and was a significant undertaking.

Legislation to be retained

All legislation to be retained has been identified.

Legislation to be revised

All legislation to be revised has been identified. The process of actually making the identified revisions to legislation is a lengthy one, requiring considerable research and analysis. Much progress has been made, and the work continues.

By way of example, during the spring session of the House of Assembly, the Department introduced the new *Architects Act* and the new *Embalmers and Funeral Directors Act* which follow the principles outlined in the White Paper on occupational regulation.

The Department also introduced the *Cost of Credit Disclosure Act* which, when proclaimed, will be harmonized with the *Federal Bank Act* and other jurisdictions in Canada. It will compel lenders to provide a clear statement to the borrower, in writing, of the cost of credit including the initial sum plus interest rate and, where applicable, the cost of the processing fee for the loan and/or credit. This provision provides the consumer with full disclosure on the precise cost of borrowing.

The Department proceeded with revision of several other pieces of legislation, including amendments to the:

- *Highway Traffic Act*
- *Securities Act*
- *Securities Transfer Act*
- *Pensions Benefits Act*

Legislation to be eliminated

All outdated legislation requiring elimination has been identified with action taken in the spring session of the House of Assembly to eliminate the *Bulk Sales Act* and three orders under the *Trustee Act*. Other pieces for repeal will be brought forward in 2008-09.

In conclusion, the review of the Department's legislative mandate is complete, making the Department successful in achieving both its yearly objectives and its second goal for the 2006-08 period. However, much work remains on making the revisions identified. While 2008 represents the final year for "balanced regulation" as a strategic objective, this work is really a continuous process to ensure that regulation meets the Department's health, safety and protection objectives without unnecessarily creating red tape for the public.

Financial Services Regulation issued 680 new insurance-related licences, 20 new Mortgage Brokers licences, and 175 new Real Estate-related licences.

They also processed 2,100 Insurance-related annual filings, 65 Mortgage Broker annual filings, and 610 Real Estate-related annual filings.

Opportunities and Challenges Ahead

Legislative Initiatives

Within the next year, the Department will submit for approval to the House of Assembly new legislation on the *Registration of Deeds Act*, the *Condominium Act*, the *Business Practices Act*, and the *Chartered Accountants Act*.

Electronic Service Delivery Plan

As noted in the Outcomes of Objectives section, the Department has produced a plan to increase its electronic service delivery capacity. The potential benefits for the province are substantial. Citizens and businesses would have easier access and see faster and more effective service on many transactions through improvements in internal processes. Implementing this plan will depend on the availability of funding and resources from the Office of the Chief Information Officer.

Pressure Vessel Manufacturers

The Department will pursue accreditation by the American Society of Mechanical Engineers (ASME) as an Authorized Inspection Agency (AIA) in order to provide the local (pressure vessel) manufacturing sector with the ability to bid on industrial fabrication work, both locally and abroad. There are 13 companies currently licensed by the Department of Government Services that have the capability and labour force skills to fabricate pressure vessels and piping.

Customer Service

The Department, in conjunction with the Division of Strategic Human Resource Management, is developing a learning module for "Customer Service Excellence and Putting Citizens First" for employees engaged in front-line service delivery within the Government of Newfoundland and Labrador.

Service Delivery

The essence of the single-window service is bringing together government services, or information about them, in order to reduce the amount of time and effort citizens must spend to find and obtain the services they need. Single-window service initiatives in the public sector can be compared to the private sector's "one-stop shopping". In addition to the types of services currently offered by the Department, there will be a focus for the next three years on expanding the types of services which citizens can obtain through our Government Service Centres.

Forms Review

The Department initiated a forms review project for the currently existing 630 forms. While one of the objectives of this project is to assist in reducing red tape, the review will also consider the clarity of the form, gender equity, rural needs, use of plain language, as well as whether it meets the tests under the *Access to Information* and *Protection of Privacy Act (ATIPPA)*. The end product will include a departmental repository of all forms and easier access for the public.

Financial Statements (Unaudited)

DEPARTMENT OF GOVERNMENT SERVICES
Statement of Expenditure and Related Revenue
FOR THE YEAR ENDED 31 MARCH 2008

	Actual	Estimates Amended	Estimates Original
	$	$	$
EXECUTIVE AND SUPPORT SERVICES			
MINISTER'S OFFICE			
CURRENT			
1.1.01. MINISTER'S OFFICE			
01. Salaries	242,406	243,300	216,400
02. Employee Benefits	233	1,000	1,000
03. Transportation and Communications	28,198	40,000	40,000
04. Supplies	4,011	5,400	5,400
06. Purchased Services	2,380	8,800	18,800
07. Property, Furnishings and Equipment	7,499	10,500	500
Total: Minister's Office	284,727	309,000	282,100
TOTAL: MINISTER'S OFFICE	284,727	309,000	282,100
GENERAL ADMINISTRATION			
CURRENT			
1.2.01. EXECUTIVE SUPPORT			
01. Salaries	971,675	982,700	984,200
02. Employee Benefits	5,045	5,100	3,500
03. Transportation and Communications	70,292	74,700	78,300
04. Supplies	15,845	16,600	11,100
05. Professional Services	16,091	32,500	35,000
06. Purchased Services	11,823	12,500	13,500
07. Property, Furnishings and Equipment	3,079	4,500	3,000
	1,093,850	1,128,600	1,128,600
02. Revenue - Provincial	(327,242)	(589,700)	(589,700)
Total: Executive Support	766,608	538,900	538,900
1.2.02. STRATEGIC HUMAN RESOURCE MANAGEMENT			
01. Salaries	681,596	681,600	662,600
02. Employee Benefits	248,981	254,200	198,200
03. Transportation and Communications	51,618	52,000	47,800
04. Supplies	9,552	11,800	5,300
05. Professional Services	-	-	4,700
06. Purchased Services	286,559	345,200	180,600
07. Property, Furnishings and Equipment	6,496	7,300	-
Total: Strategic Human Resource Management	1,284,802	1,352,100	1,099,200

	Actual	Estimates Amended	Estimates Original
	$	$	$
EXECUTIVE AND SUPPORT SERVICES			
GENERAL ADMINISTRATION			
CAPITAL			
1.2.03. ADMINISTRATIVE SUPPORT			
07. Property, Furnishings and Equipment	531,193	615,000	515,000
01. Revenue - Federal	(160,000)	(80,000)	(80,000)
02. Revenue - Provincial	(21,154)	(50,000)	(50,000)
Total: Administrative Support	350,039	485,000	385,000
TOTAL: GENERAL ADMINISTRATION	2,401,449	2,376,000	2,023,100
TOTAL: EXECUTIVE AND SUPPORT SERVICES	2,686,176	2,685,000	2,305,200
CONSUMER AND COMMERCIAL AFFAIRS			
CONSUMER AND COMMERCIAL AFFAIRS			
CURRENT			
2.1.01. TRADE PRACTICES			
01. Salaries	721,328	721,400	688,500
02. Employee Benefits	400	2,500	2,500
03. Transportation and Communications	38,471	50,500	65,400
04. Supplies	8,462	16,700	19,900
05. Professional Services	350	1,000	1,000
06. Purchased Services	6,723	20,100	20,100
07. Property, Furnishings and Equipment	892	5,900	5,900
	776,626	818,100	803,300
02. Revenue - Provincial	(12,140)	(6,500)	(6,500)
Total: Trade Practices	764,486	811,600	796,800
2.1.02. FINANCIAL SERVICES REGULATION			
01. Salaries	784,694	801,100	977,400
02. Employee Benefits	1,306	2,600	6,100
03. Transportation and Communications	38,135	52,200	52,200
04. Supplies	12,114	12,800	14,000
05. Professional Services	28,138	31,500	31,500
06. Purchased Services	12,955	13,500	11,000
07. Property, Furnishings and Equipment	3,027	3,200	2,000
10. Grants and Subsidies	48,700	48,700	-
Total: Financial Services Regulation	929,069	965,600	1,094,200

	Actual	Estimates Amended	Estimates Original
	$	$	$
CONSUMER AND COMMERCIAL AFFAIRS			
CONSUMER AND COMMERCIAL AFFAIRS			
CURRENT			
2.1.03. COMMERCIAL REGISTRATIONS			
01. Salaries	**920,122**	994,500	994,500
02. Employee Benefits	**-**	2,000	2,000
03. Transportation and Communications	**64,563**	73,800	81,800
04. Supplies	**17,362**	28,600	46,600
06. Purchased Services	**545,334**	553,600	515,600
07. Property, Furnishings and Equipment	**364**	4,400	34,900
Total: Commercial Registrations	**1,547,745**	1,656,900	1,675,400
TOTAL: CONSUMER AND COMMERCIAL AFFAIRS	**3,241,300**	3,434,100	3,566,400
TOTAL: CONSUMER AND COMMERCIAL AFFAIRS	**3,241,300**	3,434,100	3,566,400
GOVERNMENT SERVICES			
MOTOR VEHICLE REGISTRATION			
CURRENT			
3.1.01. ADMINISTRATION			
01. Salaries	**954,973**	987,600	1,028,700
02. Employee Benefits	**1,431**	1,500	1,500
03. Transportation and Communications	**537,558**	539,700	515,700
04. Supplies	**234,353**	243,900	196,900
06. Purchased Services	**330,833**	341,200	302,200
07. Property, Furnishings and Equipment	**48,863**	54,000	13,000
10. Grants and Subsidies	**61,456**	62,100	57,100
Total: Administration	**2,169,467**	2,230,000	2,115,100
3.1.02. DRIVER EXAMINATIONS AND WEIGH SCALE OPERATIONS			
01. Salaries	**1,681,119**	1,855,600	1,859,600
02. Employee Benefits	**3,765**	4,000	4,000
03. Transportation and Communications	**99,686**	100,500	115,700
04. Supplies	**7,627**	7,700	34,500
06. Purchased Services	**17,338**	19,000	57,000
07. Property, Furnishings and Equipment	**12,697**	13,100	34,100
Total: Driver Examinations and Weigh Scale Operations	**1,822,232**	1,999,900	2,104,900

	Actual	Estimates Amended	Estimates Original
	$	$	$
GOVERNMENT SERVICES			
MOTOR VEHICLE REGISTRATION			
CURRENT			
3.1.03. LICENCE AND REGISTRATION PROCESSING			
01. Salaries	1,739,840	1,743,100	1,786,300
02. Employee Benefits	112,066	112,200	9,000
03. Transportation and Communications	5,618	7,300	3,300
04. Supplies	330,952	343,400	297,400
06. Purchased Services	591,181	597,800	643,800
07. Property, Furnishings and Equipment	4,739	7,000	7,000
Total: Licence and Registration Processing	2,784,396	2,810,800	2,746,800
3.1.04. NATIONAL SAFETY CODE			
01. Salaries	1,017,268	1,064,500	1,120,500
02. Employee Benefits	1,984	2,000	2,000
03. Transportation and Communications	93,223	106,100	115,100
04. Supplies	11,158	12,200	12,200
05. Professional Services	-	-	87,000
06. Purchased Services	6,446	9,400	9,400
07. Property, Furnishings and Equipment	43,006	44,100	22,100
	1,173,085	1,238,300	1,368,300
01. Revenue - Federal	(193,580)	(96,800)	(96,800)
Total: National Safety Code	979,505	1,141,500	1,271,500
TOTAL: MOTOR VEHICLE REGISTRATION	7,755,600	8,182,200	8,238,300
PERMITTING AND INSPECTION SERVICES			
CURRENT			
3.2.01. SUPPORT SERVICES			
01. Salaries	1,236,011	1,540,400	1,541,400
02. Employee Benefits	3,578	3,600	3,600
03. Transportation and Communications	333,388	334,000	330,000
04. Supplies	26,467	29,100	25,100
05. Professional Services	995	15,800	15,800
06. Purchased Services	1,066,660	1,210,400	1,217,400
07. Property, Furnishings and Equipment	27,346	29,000	29,000
	2,694,445	3,162,300	3,162,300
02. Revenue - Provincial	(1,385,396)	(1,804,000)	(1,804,000)
Total: Support Services	1,309,049	1,358,300	1,358,300

	Actual	Estimates Amended	Estimates Original
	$	$	$
GOVERNMENT SERVICES			
PERMITTING AND INSPECTION SERVICES			
CURRENT			
3.2.02. REGIONAL SERVICES			
01. Salaries	5,605,508	6,007,800	6,015,300
02. Employee Benefits	15,522	35,900	38,900
03. Transportation and Communications	639,661	713,700	755,700
04. Supplies	138,303	140,400	122,400
06. Purchased Services	86,351	89,800	63,800
07. Property, Furnishings and Equipment	42,060	55,900	50,900
09. Allowances and Assistance	150,656	159,000	159,000
	6,678,061	7,202,500	7,206,000
01. Revenue - Federal	(150,000)	(124,000)	(124,000)
02. Revenue - Provincial	(1,678,829)	(940,000)	(940,000)
Total: Regional Services	4,849,232	6,138,500	6,142,000
TOTAL: PERMITTING AND INSPECTION SERVICES	6,158,281	7,496,800	7,500,300
OTHER SERVICES			
CURRENT			
3.3.01. VITAL STATISTICS REGISTRY			
01. Salaries	582,279	582,400	559,100
02. Employee Benefits	3,193	8,900	6,000
03. Transportation and Communications	40,157	41,600	35,100
04. Supplies	11,067	11,500	10,000
05. Professional Services	2,031	2,100	2,000
06. Purchased Services	59,965	76,000	55,000
07. Property, Furnishings and Equipment	23,672	31,000	6,000
	727,364	753,500	673,200
01. Revenue - Federal	(7,404)	(9,200)	(9,200)
Total: Vital Statistics Registry	719,960	744,300	664,000
3.3.02. QUEEN'S PRINTER			
01. Salaries	32,512	32,600	191,400
02. Employee Benefits	770	2,000	2,000
03. Transportation and Communications	4,623	4,900	2,900
04. Supplies	78	1,000	162,000
06. Purchased Services	65,082	97,500	98,500
	103,065	138,000	456,800
02. Revenue - Provincial	(158,838)	(643,900)	(643,900)
Total: Queen's Printer	(55,773)	(505,900)	(187,100)

	Actual	Estimates Amended	Estimates Original
	$	$	$
GOVERNMENT SERVICES			
OTHER SERVICES			
CURRENT			
3.3.03. PRINTING AND MICROGRAPHIC SERVICES			
01. Salaries	695,377	796,500	637,700
03. Transportation and Communications	7,277	14,400	14,400
04. Supplies	246,538	398,400	339,400
06. Purchased Services	285,036	385,600	394,600
07. Property, Furnishings and Equipment	4,807	10,000	-
	1,239,035	1,604,900	1,386,100
02. Revenue - Provincial	(1,001,422)	(1,300,000)	(1,300,000)
Total: Printing and Micrographic Services	237,613	304,900	86,100
TOTAL: OTHER SERVICES	901,800	543,300	563,000
TOTAL: GOVERNMENT SERVICES	14,815,681	16,222,300	16,301,600
OCCUPATIONAL HEALTH AND SAFETY			
OCCUPATIONAL HEALTH AND SAFETY			
INSPECTIONS			
CURRENT			
4.1.01. STANDARDS AND REGULATORY REVIEW			
01. Salaries	150,095	183,500	183,500
02. Employee Benefits	-	5,000	5,000
03. Transportation and Communications	5,993	23,700	23,700
04. Supplies	11,454	19,100	19,100
05. Professional Services	575	29,000	29,000
06. Purchased Services	4,641	5,700	5,700
07. Property, Furnishings and Equipment	4,768	14,400	14,400
	177,526	280,400	280,400
02. Revenue - Provincial	(259,012)	(280,400)	(280,400)
Total: Standards and Regulatory Review	(81,486)	-	-

	Actual	Estimates Amended	Estimates Original
	$	$	$
OCCUPATIONAL HEALTH AND SAFETY			
OCCUPATIONAL HEALTH AND SAFETY INSPECTIONS			
CURRENT			
4.1.02. OCCUPATIONAL HEALTH AND SAFETY INSPECTIONS			
01. Salaries	2,582,318	3,296,400	3,296,400
02. Employee Benefits	63,763	64,600	49,600
03. Transportation and Communications	381,568	410,400	410,400
04. Supplies	83,255	129,700	129,700
05. Professional Services	37,843	145,000	145,000
06. Purchased Services	390,147	474,500	489,500
07. Property, Furnishings and Equipment	38,516	67,500	67,500
	3,577,410	4,588,100	4,588,100
02. Revenue - Provincial	(3,713,872)	(4,588,100)	(4,588,100)
Total: Occupational Health and Safety Inspections	(136,462)	-	-
TOTAL: OCCUPATIONAL HEALTH AND SAFETY INSPECTIONS	(217,948)	-	-
FINANCIAL ASSISTANCE			
CURRENT			
4.2.01. ASSISTANCE TO ST. LAWRENCE MINERS' DEPENDENTS			
09. Allowances and Assistance	53,078	66,000	66,000
Total: Assistance to St. Lawrence Miners' Dependents	53,078	66,000	66,000
4.2.02. ASSISTANCE TO OUTSIDE AGENCIES			
10. Grants and Subsidies	15,410	16,500	16,500
02. Revenue - Provincial	(10,910)	(16,500)	(16,500)
Total: Assistance to Outside Agencies	4,500	-	-
TOTAL: FINANCIAL ASSISTANCE	57,578	66,000	66,000
TOTAL: OCCUPATIONAL HEALTH AND SAFETY	(160,370)	66,000	66,000

	Actual	Estimates Amended	Estimates Original
	$	$	$
GOVERNMENT PURCHASING AGENCY			
GOVERNMENT PURCHASING AGENCY			
CURRENT			
5.1.01. GOVERNMENT PURCHASING AGENCY			
01. Salaries	**1,050,817**	1,249,600	1,249,600
02. Employee Benefits	**10,241**	12,300	2,000
03. Transportation and Communications	**43,949**	50,000	60,000
04. Supplies	**23,098**	23,600	22,900
05. Professional Services	**133,794**	178,000	225,000
06. Purchased Services	**168,019**	170,900	144,900
07. Property, Furnishings and Equipment	**17,271**	21,700	1,700
	1,447,189	1,706,100	1,706,100
02. Revenue - Provincial	**(124,342)**	(258,000)	(258,000)
Total: Government Purchasing Agency	**1,322,847**	1,448,100	1,448,100
TOTAL: GOVERNMENT PURCHASING AGENCY	**1,322,847**	1,448,100	1,448,100
TOTAL: GOVERNMENT PURCHASING AGENCY	**1,322,847**	1,448,100	1,448,100
TOTAL: DEPARTMENT	**21,905,634**	23,855,500	23,687,300

Summary of Gross Expenditure and Unexpended Balances

	$
Original estimates (net)	23,687,300
Add (subtract) transfers of estimates	168,200
Addback revenue estimates net of transfers	10,787,100
Original estimates of expenditure	34,642,600
Supplementary supply	-
Total appropriation	34,642,600
Total net expenditure	21,905,634
Add revenue less transfers	9,204,141
Total gross expenditure (budgetary, non-statutory)	31,109,775
Unexpended balance of appropriation	3,532,825

Summary of Cash Payments and Receipts

	Payments	Receipts	Net
	$	$	$
Current Account	30,578,582	9,022,987	21,555,595
Capital Account	531,193	181,154	350,039
Totals	31,109,775	9,204,141	21,905,634

LARRY CAHILL
Chief Operating Officer
Government Purchasing Agency

SHEREE MACDONALD
Deputy Minister
Government Services

Appendix A: Ministerial Entities Inactive in the 2007-08 Fiscal Year

Boiler/Pressure Vessel Advisory Board

The Boiler/Pressure Vessel Advisory Board is appointed by the Lieutenant-Governor in Council under the authority of Section 29 of the *Public Safety Act*, SNL1996 P-41.01. The Board's mandate is to report to and advise the Minister on the application of the *Public Safety Act* and the Boiler, Pressure Vessel and Compressed Gas Regulations and on other matters that may be assigned by the Minister regarding systems or devices. The Board comes together as a group only when the need arises and was inactive for the 2007-08 fiscal year.

Buildings Accessibility Advisory Board

The Buildings Accessibility Advisory Board is appointed by the Lieutenant-Governor in Council under the authority of Section 18 of the *Buildings Accessibility Act*, RSNL1990 B-10. The mandate of the Board is to report to and advise the Minister on the application of the *Buildings Accessibility Act* and Regulations, and on other matters in relation to the *Act* and Regulations that may be assigned to the Board by the Minister. The Board comes together as a group only when the need arises and was inactive for the 2007-08 fiscal year.

Buildings Accessibility Appeal Tribunal

The Buildings Accessibility Appeal Tribunal is appointed by the Lieutenant-Governor in Council under the authority of Section 20 of the *Buildings Accessibility Act*, RSNL1990 B-10. The tribunal's mandate is to hear appeals of notices, decisions, directions or orders confirmed or varied by the director under Section 17 of the *Buildings Accessibility Act*. The tribunal comes together as a group only when the need arises, and was inactive for the 2007-08 fiscal year as there were no cases referred for its consideration.

Consumer Protection Fund For Prepaid Funeral Services

The Board of the Consumer Protection Fund for Prepaid Funeral Services is appointed by the Minister of Government Services under the authority of Section 5 (4) of the *Prepaid Funeral Services Act*, RSN2000 P-18.1. The Board's mandate is to oversee the financial management and administration of and disbursement of payments from the assurance fund. The assurance fund was established for the purpose of paying in whole or in part, claims arising out of a prepaid funeral contract against a person who holds or held a license issued under the *Prepaid Funeral Services Act*. Money in the assurance fund shall be invested in investments authorized by the *Trustee Act* and the fund shall be audited annually and submitted to the Minister not more than ninety days after the end of the preceding fiscal year. The Minister responsible for the Board of the Consumer Protection Fund for Prepaid

Funeral Services may establish a board of not fewer than five and not more than ten persons to administer the fund. This public body may incur costs and expenses in administering the assurance fund, which shall be paid out of the assurance fund to the Minister, the association or the board, whichever is administering the fund. The Board has not been constituted, and thus was inactive for the 2007-08 fiscal year

Driver's Licence Medical Advisory Board

The Driver's Licence Medical Advisory Board provides guidance to the Registrar of Motor Vehicles on difficult or unusual medical cases involving driver competency, guided by national medical standards. Driver medical standards are developed jointly by the provinces and territories, through the Canadian Council of Motor Transport Administrators, and in consultation with the Canadian Medical Association. However, from time to time professional evaluation of drivers must be undertaken to ensure the applicability of standards on an individual basis, such as when a client suffers from a severe condition likely to interfere with safe driving, but wishes to obtain a driver's licence or to retain an existing licence. The Board does not have authority to grant a driver's licence, but acts solely in an advisory role. The Board comprises six specialists in various fields, chaired by a medical doctor on contract to the Department as a Medical Advisor to the Registrar and any others required on an ad hoc basis. The Board comes together as a group only when the need arises, and was inactive for the 2007-08 fiscal year.

Financial Services Appeal Board

The Financial Services Appeal Board is established under Section 3 of the *Financial Services Appeal Board Act*, SNL2005 F-9.1. The mandate of the Board is to hear appeals from persons impacted by a decision or order of the Superintendent of Securities under the *Securities Act*, Superintendent of Insurance under the *Insurance Adjusters, Agents and Brokers Act*, Superintendent of Real Estate Agents under the *Real Estate Trading Act*, and Registrar of Mortgage Brokers under the *Mortgage Brokers Act*. The Board comprises five individuals appointed by the Lieutenant-Governor in Council with one member being appointed Chairperson. Board members have the power of a commissioner appointed under the *Public Enquiries Act*. An appeal to the Board is to be heard by the Chairperson and two members. The Board comes together as a group only when the need arises, and was inactive for the 2007-08 fiscal year.

Public Safety Appeal Board

The Public Safety Appeal Board is appointed by the Lieutenant Governor-in-Council under the authority of Section 25 (1) of the *Public Safety Act*, SNL1996 P-41.01. The mandate of the Board is to make decisions regarding a person who believes they have been aggrieved by an action taken under this *Act* or the regulations. The Board will hear appeals regarding an order, notice, decision or action issued by the chief inspector of amusement rides and elevating devices, pressure systems and electrical systems. The Board, after hearing an appeal, may confirm, revoke or vary

the notice, order, decision or action of the chief inspector. The Appeal Board is comprised of five members with the position of Chair alternating between members based on the nature of the appeal. The Board comes together as a group only when the need arises, and was inactive for the 2007-08 fiscal year. The Board was reconstituted in 2007, replacing the Boiler/Pressure Vessel Appeal Tribunal, and is funded by the Department of Government Services. It met to produce an Activity Plan for the 2008-11 period, but no work was completed in fulfilling its mandate.

Radiation Health and Safety Advisory Committee

The Radiation Health and Safety Advisory Committee was established under Section 11 of the *Radiation Health and Safety Act*. The duties and responsibilities of the Committee include providing advice to the Minister on the administration of the *Act* and Regulations; promoting educational programs to those who may be exposed to radiation; advising the Minister with respect to non-iodizing radiation emitting devices; reviewing professional qualifications of persons applying for appointment as inspectors; and any matter to radiation health and safety that the Minister has referred to the Committee for its advice. The Committee comes together as a group only when the need arises, and was inactive for the 2007-08 fiscal year.

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